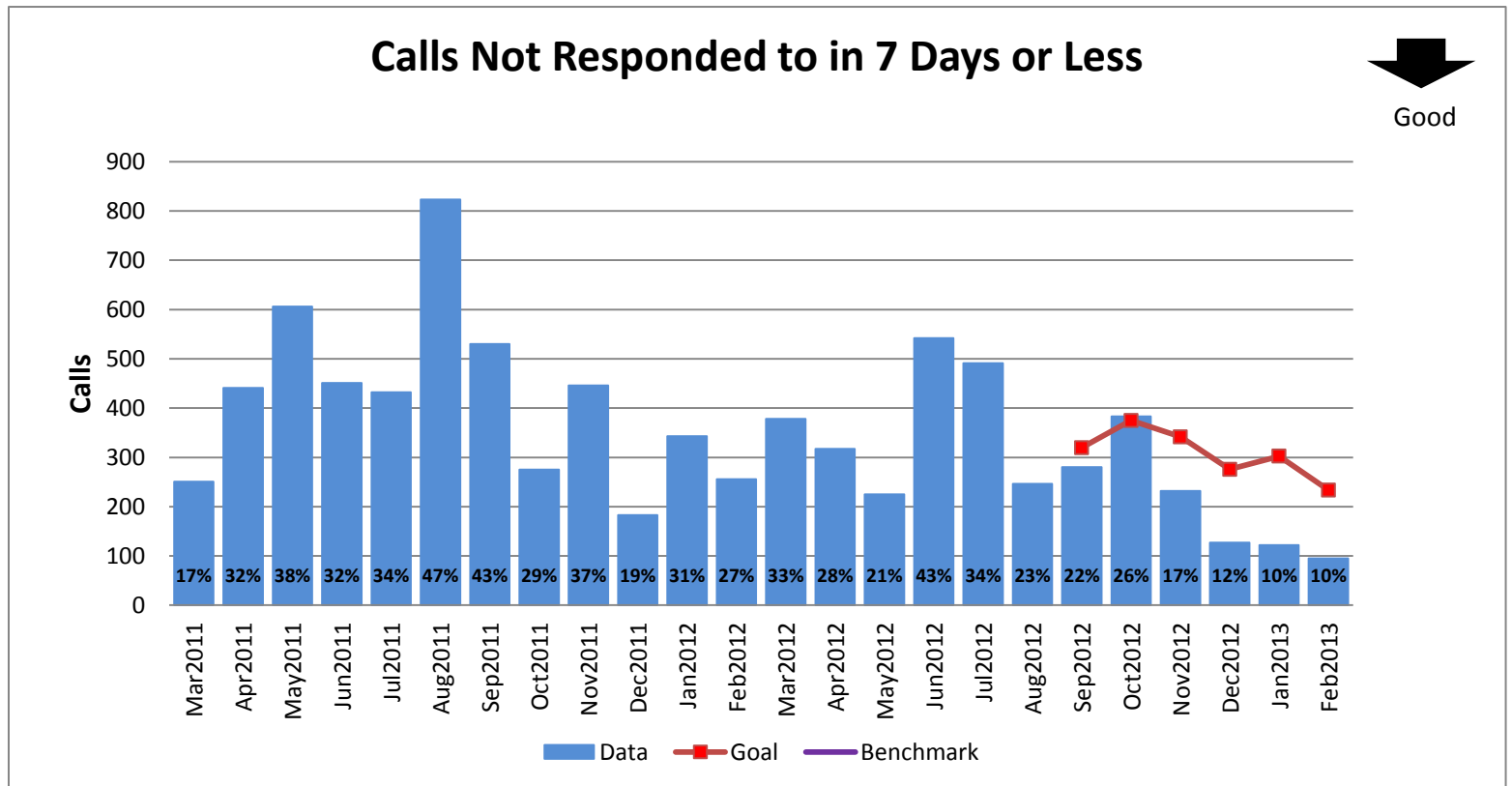


Calls Not Responded to in 7 Days or Less

Metro Animal Services

3/5/2013

Measurement method		Why measure?		What is our goal?		
Number of calls not responded to within 7 days		Enhance agency efficiency and improve the quality and timeliness of the services provided by Metro Animal Services		Decrease the Calls not Responded to in 7 Days or Less to 25% or less of total calls between September 2012 and June 2013		
How are we doing?					Mar2012-Feb2013	Feb2013
Mar2011-Feb2012 Monthly Average	Mar2011-Feb2012 12 Month Total	Mar2012-Feb2013 Monthly Average	Mar2012-Feb2013 12 Month Total	Feb2013		
420	5,037	287	3,438	95		
Calls	Calls	Calls	Calls	Calls		
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data					Performance Stoplight Key	
					Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	



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